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Contract

Provision of General Medical Services (GMS) at The Hollies Surgery, Downham Market, Norfolk

NHS Norfolk & Waveney Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-077336

Procurement identifier (OCID): ocids-h6vhtk-051641

Published 26 November 2025, 3:00pm

Section I: Contracting authority

I.1) Name and addresses

NHS Norfolk & Waveney Integrated Care Board

County Hall, Martineau Ln

Norwich

NR1 2DH

Contact

Claire Pickard

Email

claire.pickard@nhs.net

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

Buyer's address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of General Medical Services (GMS) at The Hollies Surgery, Downham Market, Norfolk

Reference number

AG25502

II.1.2) Main CPV code

- 85121100 - General-practitioner services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Norfolk & Waveney Integrated Care Board intends to award a General Medical Services (GMS) contract to Resilient Healthcare International to provide primary medical services and other services at The Hollies Surgery from 1st April 2026 following a robust Competitive Process.

Representations by providers must be made to the relevant authority by Midnight on 9th December 2025.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £557,822

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

Downham Market Health Centre, Paradise Road, Downham Market, Norfolk, PE38 9JE

II.2.4) Description of the procurement

NHS Norfolk & Waveney Integrated Care Board intends to award a General Medical Services (GMS) contract to Resilient Healthcare International for the provision of primary medical services and other services at The Hollies Surgery following a robust Competitive Process.

This will be a General Medical Services (GMS) contract held in perpetuity and the service commencement date is Wednesday 1st April 2026.

The annual contract value will be £557,822

This is an existing service and has been awarded to a new provider.

Please note in terms of the awarded contract value advertised, this is a General Medical Services (GMS) contract held in perpetuity so the figure of £557,822 is based on the per annum amount.

II.2.5) Award criteria

Quality criterion - Name: Key Criteria 1: Quality and Innovation / Weighting: 30

Quality criterion - Name: Key Criteria 3: Integration, Collaboration and Services Sustainability / Weighting: 20

Quality criterion - Name: Key Criteria 4: Improving Access, Reducing Health Inequalities and Facilitating Choice / Weighting: 20

Quality criterion - Name: Key Criteria 5: Social Value / Weighting: 10

Cost criterion - Name: Key Criteria 2: Value / Weighting: 20

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-038601](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 November 2025

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Resilient Healthcare International Ltd

136 Doddsfield Road

Slough

SL2 2AJ

Telephone

+44 7827320337

Country

United Kingdom

NUTS code

- UKJ11 - Berkshire

National registration number

15814836

Internet address

<https://resilienthealthcare.co.uk/>

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £557,822

Total value of the contract/lot: £557,822

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Procurement Act Regulations 2023 do not apply to this award. The standstill period begins on the day after the publication of this notice. Representations by providers must be made to the relevant authority by Midnight on 9th December 2025. This contract has not yet formally been awarded; this notice serves as an intention to award a contract under the competitive process of the PSR.

Written representations need to be sent via the Atamis e-tendering portal, Project Reference: C358317 - COMPETITIVE: General Medical Services at The Hollies Surgery.

The evaluation panel completed individual evaluations for assigned questions and took part in moderation to agree and finalise scores and rationales. The panel comprised:

- Norfolk and Waveney Integrated Care Board: representatives from Primary Care Commissioning team, West Place team, Nursing & Quality team, Finance team, Estates team, Digital & Data team and Population Health & Data Analysis team; and
- A senior clinician from a neighbouring Integrated Care Board.

The award decision makers are NHS Norfolk and Waveney Integrated Care Board.

At the outset of the process, two individuals declared potential conflicts with organisations. However, these were not deemed relevant for this procurement process as the organisations named did not express an interest or bid for the tender opportunity.

The Basic Selection Criteria Questions were Pass/Fail and the weightings for the Key Criteria Questions were as follows and were scored on a 0-5 scoring mechanism;

Key Criteria 1: Quality and Innovation 30.00%

Key Criteria 2: Value: 20.00% (Plus 1 Pass/Fail Question)

Key Criteria 3: Integration, Collaboration and Services Sustainability: 20.00%

Key Criteria 4: Improving Access, Reducing Health Inequalities and Facilitating Choice: 20.00%

Key Criteria 5: Social Value: 10.00%

The preferred Provider was awarded the contract based on the highest overall weighted score for Key Criteria and meeting all of the Basic Selection Criteria.

VI.4) Procedures for review

VI.4.1) Review body

NHS England Independent Patient Choice and Procurement Panel

London

London

SE1 8UG

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/commissioning/how-commissioning-is-changing/nhs-provider-selection-regime/independent-patient-choice-and-procurement-panel/>

VI.4.2) Body responsible for mediation procedures

NHS Arden and Greater East Midlands Commissioning Support Unit

Cardinal Square, 10 Nottingham Road

Derby

DE1 3QT

Country

United Kingdom

Internet address

<https://www.ardengemcsu.nhs.uk/>

VI.4.4) Service from which information about the review procedure may be obtained

NHS Arden and Greater East Midlands Commissioning Support Unit

Cardinal Square, 10 Nottingham Road

Derby

DE1 3QT

Country

United Kingdom

Internet address

<https://www.ardengemcsu.nhs.uk/>